

**What is claimed is:**

1. A method for providing concierge and directory assistance services from a directory assistance center comprising:

5       receiving a request for a concierge service from a caller at the directory assistance center;

retrieving stored information regarding one or more caller details from a database; and  
utilizing said stored information to satisfy said request for a concierge service.

10       2. The method of claim 1, wherein said one or more caller details was obtained from the caller during a previous request for a concierge service.

3. The method of claim 2, further comprising generating a ticket containing details of the request for a concierge service, wherein selected fields of the ticket are automatically  
15       populated with said stored information regarding one or more caller details.

4. The method of claim 3, wherein said one or more caller details comprises one or more caller preferences.

20       5. The method of claim 4, wherein said one or more caller details comprises caller preferences for a plurality of geographic regions:

6. The method of claim 3, further comprising entering the name of an establishment at which reservations are desired on the ticket, accessing a database to retrieve other  
25       information regarding said establishment, and automatically populating selected fields of said ticket with said other information.

7. The method of claim 3, further comprising connecting said caller to the directory assistance center over a communications channel, and receiving additional information regarding one or more caller details over said communications channel.

5           8. The method of claim 7, further comprising automatically populating selected fields of said ticket by default with said additional information.

9. A method for providing both concierge and directory assistance services from a directory assistance center comprising:

10           connecting a call from a caller to the directory assistance center over a communications channel;

              receiving a request for a concierge service from a caller at the directory assistance center;

              receiving information regarding one or more caller details over said communications  
15           channel; and

              utilizing said information to satisfy said request for a concierge service.

10           10. The method of claim 9, further comprising generating a ticket containing details of the request for a concierge service, wherein selected fields of the ticket are automatically  
20           populated with said information received over said communications channel.

11. The method of claim 9, wherein said received information comprises the caller's telephone number.

25           12. The method of claim 9, wherein said received information comprises the caller's home address.

13. The method of claim 9, wherein said received information comprises the caller's present location.

14. A method for providing both concierge and directory assistance services from a directory assistance center comprising:

(a) receiving a request for a concierge service from a caller at a first directory assistance center;

(b) determining if the request for a concierge service can be better fulfilled by a fulfillment agent at a second directory assistance center then by a fulfillment agent at the first directory assistance center; and

(c) if it is determined that the request for a concierge service can be better fulfilled by a fulfillment agent at a second directory assistance center, sending information regarding the request for a concierge service to the second directory assistance center and fulfilling the request at the second directory assistance center.

15. The method of claim 14, wherein step (b) comprises determining if the request for a concierge service comprises a request for a service in a geographic region more closely proximate to said second directory assistance center than to said first directory assistance center.

16. The method of claim 15, wherein said determining if the request for a concierge service comprises a request for a service in a geographic region more closely proximate to said second directory assistance center than to said first directory assistance center is performed automatically.

17. The method of claim 14, further comprising generating a ticket containing details of the request for a concierge service, wherein a field on the ticket representing which

directory assistance center is to attempt to fulfill the concierge request is populated by default with said first directory assistance center.

18. A method for providing concierge and directory assistance services from a  
5 directory assistance center comprising:

receiving a call from a caller at the directory assistance center;  
directing the call to a directory assistance operator;  
determining that the caller is requesting a concierge service; and  
10 assigning a fulfillment agent to fulfill the concierge service request.

19. The method of claim 18, wherein said assigning comprises assigning the directory  
assistance operator as the fulfillment agent.

20. The method of claim 18, further comprising providing the caller with directory  
15 assistance service after receiving the caller's request for a concierge service.

21. The method of claim 20, wherein said directory assistance service comprises  
driving directions.

22. The method of claim 20, wherein said directory assistance service comprises  
20 sending a telephone number to a pager.

23. A method of providing directory assistance service by a directory assistance  
provider comprising:

25 receiving a call from a caller at a directory assistance center;  
directing the call to a directory assistance operator;  
receiving a request from the caller for suggestions of businesses which provide a

desired good or service;

responding to said request as a function of which businesses have provided consideration to the directory assistance provider.

5           24. The method of claim 23, wherein businesses which provide the desired good or service and have provided consideration to the directory assistance provider will be suggested to the caller before businesses which provide the desired good or service and have not provided consideration to the directory assistance provider.

10           25. The method of claim 24, wherein said directory assistance operator comprises a human operator.

15           26. The method of claim 25, further comprising displaying a list of business which provide the identified good or service on an operator screen, whereby businesses which have provided consideration to the directory assistance provider are listed before businesses which have not provided consideration to the directory assistance provider.

20           27. The method of claim 26, further comprising connecting the caller to a business which has provided consideration to the directory assistance provider.

25           28. A method for providing concierge-like services to a user comprising:  
          (a) receiving, from the user, a request for a concierge-like service;  
          (b) performing an action, by a first agent, in an attempt to fulfill the request;  
          (c) updating a status of fulfilment of the request in a database based on the results of  
          the last action performed;  
          (d) setting a next action time in a database when further action relating to the request should be taken;

- (e) automatically notifying a second agent when said next action time has arrived; and
- (f) performing a next action, by said second agent, relating to said request.

5        29. The method of claim 28, wherein said first agent and said second agent are the same agent.

30. The method of claim 28, wherein said first agent and said second agent are different agents.

10        31. The method of claim 28, wherein said next action time is set automatically.

15        32. The method of claim 31, wherein said request for a concierge-like service relates to the caller's desire to visit an establishment, and wherein said next action time relates to the time at which the caller wishes to visit the establishment

33. The method of claim 28, further comprising displaying the possible next actions for the second agent on a computer interface.

20        34. The method of claim 33, further comprising automatically performing steps towards completing the next action selected by the second agent.

25        35. The method of claim 34, wherein said steps towards completing the next action comprises looking up in a database a phone number of an establishment the caller wishes to visit and dialing the phone number.

36. The method of claim 28, wherein said request for a concierge-like service is

accorded a priority.

37. The method of claim 36, wherein the order in which the request for a concierge-like service is attempted to be fulfilled is a function of its priority.

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38. The method of claim 36, wherein which agent attempts to fulfill the request for a concierge-like service is a function of its priority.